

OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 13

April 5, 2002

SUBJECT: TRAINING EVALUATION AND MANAGEMENT SYSTEM - GUIDELINES

PURPOSE: The Training Evaluation and Management System (TEAMS) is a computer-based network developed by the Department to enhance the Department's personnel records management. The Training Evaluation and Management System is accessible through the Local Area Network (LAN), any personal computer with mainframe emulation capabilities, or terminals such as those used for the Network Communications System (NECS).

The Training Evaluation and Management System contains personnel summary information that ranges from a duration of five years in some categories, to an employee's entire career history in others. Currently, TEAMS includes the following personnel summary information categories:

- * Assignment/rank history;
- * Attendance history;
- * Civil litigation actions;
- * Commendations;
- * Discipline information;
- * In-service training courses;
- * Categorical and Non-categorical use of force;
- * Traffic collisions;
- * Vehicle pursuits; and,
- * Work permits.

A Chief of Police Notice, dated July 10, 1997, implemented TEAMS Departmentwide and established the initial guidelines for its use and access. This Order refines the guidelines and procedures for the access to and use of the current version of TEAMS and it activates the TEAMS Authorization Form, Form 1.43. It also formalizes the process for initiating, investigating, and correcting disputed TEAMS information.

PROCEDURE:

I. TRAINING EVALUATION AND MANAGEMENT SYSTEM AUTHORIZATION FORM, FORM 1.43 - ACTIVATED.

A. Use of Form. This form is used to change or deny TEAMS access and/or the level of that access to any employee, including a supervisor.

Note: Access of his/her own TEAMS information is granted automatically to each employee. Supervisors

and above are automatically granted access to other employee's TEAMS information who are below their rank/class and paygrade and within their command unless access has been limited or denied with the approval of the Commanding Officer, Risk Management Group (RMG).

B. Completion - General. The commanding officer requesting to grant, deny, or change the access level of an employee is responsible for completing the form and forwarding it to RMG for approval.

C. Distribution.

- 1 - Original, forwarded to RMG by the command requesting authorization.
- 1 - Copy, returned to the requesting command.
- 1 - Copy, forwarded to Information Technology Division (ITD) for processing.

3 - TOTAL

II. USE OF TEAMS. The Training Evaluation and Management System is a "pointer" system used predominantly to generate a complete or modified personnel summary report. The information contained in TEAMS shall be regarded as confidential (Department Manual Section 3/405). In addition, the information in TEAMS shall be used in compliance with all applicable laws such as Section 832.5 of the California Penal Code (PC), which precludes using a complaint, or any portion of a complaint, that has been determined to be frivolous, unfounded, or exonerated, when considering promotion, transfer, or disciplinary action.

It is the responsibility of managers and supervisors to review an employee's personnel file and other document(s), which are the basis for a TEAMS entry. It is only from actual review of such documents that a conclusion may be made as to whether or not a problem exists and what, if anything, should be done. In no case shall a TEAMS report be used as a substitute for an employee's personnel file or any other document(s), which is the basis for a TEAMS entry.

If an employee appears to be generating an unusual number of entries in a particular category, a supervisor should be prompted by this information to investigate as to whether a pattern actually exists and what, if anything, should be done. Such patterns may lead to counseling or

training, both of which are non-punitive. In no case shall a TEAMS report be used to conclude from its raw numbers that an employee is currently or has been a "problem" employee, or is guilty of misconduct.

III. TYPES OF TEAMS REPORTS. The Training Evaluation and Management System provides Department employees with various degrees of personnel information, which is presented in different report formats. In other words, each report format includes a different combination of personnel summary information appropriate for its specific use. For example, the attached chart shows which discipline classifications are displayed in each TEAMS report format. The following is a list of available reports:

- A. Monitoring Purposes - Supervisory/Management Review.** This contains all occurrences in each of the personnel summary information categories and is used by a supervisor or manager who is reviewing the activities of an assigned subordinate.
- B. Performance Review - Reference for Performance Evaluation.** This is used as a reference when completing an employee's performance evaluation. The system will prompt for the range of dates (only containing information for the period that is being evaluated, up to a 15-month history) to be reflected in the performance evaluation.
- C. Employee Request - Request of Employee's own TEAMS Report.** This is used when an employee wishes to review his/her own TEAMS report and contains all occurrences in each of the personnel summary information categories.
- D. Promotion/Paygrade Advancement - Used by Interview Panel.** This is used by a panel during the interview portion of the civil service or advanced paygrade selection process. This report is filtered to display only sustained and guilty complaints. Additionally, the report does not display sick or Injured on Duty (IOD) time.
- E. Final Selection Process/Transfer - For Commanding Officer's Use.** This is used by the commanding officer as a part of the final selection process for job opportunities and promotions, once a candidate is placed in a selection pool. It is also used by a

commanding officer when considering the transfer of an employee. The report is filtered to eliminate certain information as required by law.

F. Disciplinary Review - Used for Complaint

Investigations. This is used as a part of the complaint investigation process, and may be used during both the investigation and adjudication of a complaint. The report is filtered to display only the dispositions of complaints as allowed by law.

G. Customized TEAMS Report. Occasionally, a customized TEAMS report may be required. Such requests may be made only by a Department employee at the rank of captain or above by contacting the Commanding Officer, RMG.

IV. AUTHORIZED ACCESS. Each employee has access to his/her own TEAMS information. With that exception, only managers, supervisors, the Board of Police Commissioners, and the Inspector General, or their approved designees, shall have access to other employees' TEAMS information. Their levels of access will vary, based on the criteria and procedure established by the Department and mandated by State law. Managers and supervisors are automatically granted access to TEAMS information for employees below their rank/class and paygrade within their Area, division or bureau of command.

In some cases it may be necessary for a commanding officer to delegate TEAMS information access to a Department employee of a lower rank/class and paygrade, e.g., an adjutant or complaint sergeant. When a commanding officer has determined that an alternate authorized user is necessary, he/she shall complete a TEAMS Authorization Form (attached) and forward it to the Commanding Officer, RMG, for approval.

A commanding officer may request Departmentwide access for an employee by completing a TEAMS Authorization Form and submitting it to the Commanding Officer, RMG, with an Intradepartmental Correspondence, Form 15.2. The Intradepartmental Correspondence shall include justification for the request, the name of a contact person, and a telephone number.

When an employee is granted a higher or broader level of access, his/her access is reverted to its original status when one of the following occurs:

- * The status of the employee changes (e.g., transfers, change in rank, or resignation);
- * The status of his/her commanding officer changes (e.g., transfer, change in rank, resignation); or,
- * The authorized access expires one year after approval by RMG or sooner if a shorter expiration date is indicated on the TEAMS Authorization Form.

V. EMPLOYEE REVIEW OF THE TEAMS SUMMARY REPORT.

A. Employee's Responsibility. Each employee is responsible for reviewing his/her TEAMS report to ensure that the information is accurate and complete. Any discrepancies shall be brought to the attention of the appropriate entity as established in this Order.

B. Performance Evaluation. Commanding officers shall ensure that supervisory personnel provide a TEAMS summary report to each employee in conjunction with the service of the employee's annual (post-probationary) performance evaluation report.

VI. RESPONSIBILITY FOR MAINTAINING TEAMS. The Department entities responsible for the data entry/maintenance of the specific categories are as follows:

<u>CATEGORY</u>	<u>RESPONSIBLE DEPARTMENT ENTITY</u>
Commendations-Major	Personnel Group
Commendations-Minor	Employee's command
Discipline	Internal Affairs Group
Use of Force (Categorical and Non-categorical)	Human Resources Bureau
Civil Litigation	Risk Management Group
Work Permit	Personnel Group
Pursuit	Uniformed Support Division
Traffic Collision	Uniformed Support Division
Sick/IOD	Personnel Division
Attendance	Fiscal Operations Division
Rank/Assignment	Personnel Division
In-Service Training	Continuing Education Division

A. Entering Data. The Department entity responsible for maintaining information available for access through TEAMS shall ensure that data is entered into the appropriate management information system within 30 days of receiving the information.

B. Correcting Data. After receiving a request to correct inaccurate or incomplete information, the commanding officer of the entity responsible for entering the information into TEAMS shall:

- * Investigate the disputed information;
- * Ensure that a resolution is obtained within **30** days of the request;
- * Correct the disputed information, if appropriate; and,
- * Notify the employee's commanding officer of the resolution in an Intradepartmental Correspondence.

VII. PROCEDURE TO DISPUTE INFORMATION CONTAINED IN TEAMS. An employee who disputes any information in his/her TEAMS report shall complete an Employee's Report, Form 15.7, include a thorough description of the disputed information, attach any supporting documentation, and submit it to his/her commanding officer.

The employee's commanding officer shall conduct a preliminary investigation of the disputed information, and submit an Intradepartmental Correspondence to the commanding officer of the entity responsible for entering the information into TEAMS recommending that the information be corrected, if appropriate.

VIII. INFORMATION TECHNOLOGY DIVISION RESPONSIBILITY. The Commanding Officer, ITD, shall:

- * Process TEAMS authorization requests and expirations;
- * Provide training and system support to Department authorized TEAMS users;
- * Generate an annual report of all Department authorized users and alternate users for review by commanding officers;
- * Provide customized reports of TEAMS information when approved by the Commanding Officer, RMG;
- * Assist commanding officers with audits of TEAMS transactions; and,
- * Upon approval of the Commanding Officer, RMG, provide a report on individuals who have accessed a certain employee's TEAMS report.

IX. RISK MANAGEMENT GROUP RESPONSIBILITY. The Commanding Officer, RMG, shall have functional responsibility over TEAMS. All disputes and/or issues surrounding TEAMS shall be resolved by the Commanding Officer, RMG.

FORM AVAILABILITY: The TEAMS Authorization Form, Form 1.43, will be available from the Department of General Services, Distribution Center, in about 90 days and will be placed on the Department Local Area Network System. A copy of the form is attached for duplication and immediate use.

AMENDMENTS: This Order adds Sections 3/760.14 and 5/1.43, and amends Sections 2/214.10, 2/330.20, 2/490.01, 2/510.03, 2/520.01, 2/540.01, 2/580.10, 2/631.30, 3/156.20, 3/760, 3/760.15, 3/760.20, 3/760.40, 3/760.70 and 3/810.25 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Risk Management Bureau, shall monitor compliance with this directive in accordance with Department Manual Section 0/080.30.

BERNARD C. PARKS
Chief of Police

Attachments

DISTRIBUTION "D"